

## CANCELLATION POLICY

### NON-SURGICAL TREATMENTS:

We require confirmation of appointments. Please reply to your reminder email, letting us know you plan to attend. ***Any appointment not confirmed by 48 hours prior, will be cancelled.***

For first appointments, please arrive 10 minutes prior to your appointment time. There will be intake paperwork to complete and/or preliminary photos to be taken.

For treatment appointments, please arrive at least 5 minutes ahead of your appointment. Clients arriving late may need to be rescheduled at the practitioner's discretion, and deposit will be forfeited.

For longer treatments, you will be given details regarding rebooking/cancellation at the time of booking.

### SURGICAL CONSULTATIONS/PROCEDURES:

We require confirmation of a surgical consultation. Cancellations must be received no later than 48 hours prior to your appointment time. ***Unconfirmed appointments will be cancelled.*** If cancellation criteria are not met, rebooking will require payment of the \$150.00 consultation fee at the time of booking.

For first appointments, please arrive 15 minutes prior to your appointment time. There may be intake paperwork to complete and/or preliminary photos to be taken.

If surgery is cancelled or changed within three weeks of your procedure date, for ***non-medical reasons***, the 15% will be retained as a non-refundable deposit.

If surgery is cancelled within three weeks of your procedure date, for ***medical reasons***, a note from the family physician will be required in order to receive the 15% deposit refund.

If surgery is cancelled within one week of surgery for non-medical reasons, 30% of payment will be retained.

If surgery is cancelled at least 3 weeks prior to surgical date, the 15% booking deposit will be refunded, minus a \$200.00 administration fee.